CARDHOLDER INSTRUCTIONS
C.A.R.E. TRANSACTION MANAGEMENT MODULE PROCEDURES

- **COMPUTER REQUIREMENTS TO RUN C.A.R.E.: Computer with Internet access. If using Netscape browser, must be 4.5 or higher. If using Internet Explorer browser, must be 4.01 with service pack 1 or higher and 128 bit encryption. Memory should be 32 MEG with processor speed of 133 MHZ or higher. Must have Windows 95 or higher.**

- **US BANK CUSTOMER SERVICE: 1-888-994-6722**

- **NOTICE: Cardholders must approve their statements within 15 calendar days following the cycle cutoff date (23d of each month)- the 24th is day one. If you fail to do so, your approving official will have to act on your behalf. You will still be able to access your statement, but the system will not allow you to approve any transactions or the statement.**

- **ACCESSING C.A.R.E.: Access the C.A.R.E. secure web site by typing the following address:** https://care.usbank.com**. Be sure you type the "s" after http.**

Click "I Agree" at the bottom of the C.A.R.E. License Agreement.

Type in your USER ID and PASSWORD correctly. Click "Logon". The system will prompt you to change your password the first time you log on and every 30 days after that. Your new password must be 8-12 characters in length and at least one of these characters must be numeric. No characters can be used (i.e. & % $ #) .

- **CERTIFYING IN C.A.R.E.:**

1. **The next screen will have several selections on the left side of the screen. To work with your statement, click on "Transaction Management" and be very patient. It will take several minutes to load. You may receive a message asking if you wish to load the Transaction Management Module. If you do, click yes.**

2. **After loading the Transaction Management Module, you will see your name and account number. If you have more than one account, you will work one account at a time. Once you have selected an account to work, the "Transaction Log" tab will light up at the top of the page. Select the current cycle date. Once you have selected the cycle date, the "Transactions " tab will light up at the top of the page. Click on the "Transactions" tab. The system will retrieve all transactions for that cycle.**

3. **Notice the status column to the left of each transaction shows "Pending". That will change as you work each transaction. You are about to begin the transaction approval process.**

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4. **Highlight the first transaction and click the approve button on the bottom right. When the transaction changes from Pending to Approved, highlight the next transaction and click approve. Continue until you have approved all of your transactions.**

5. **After all the transactions are approved, you have to approve the statement. To do this, click on the "Cardholder" tab at the top of the screen. When you see all the cycles in the box, highlight the current cycle (make sure you do the correct one) and click approve at the bottom right of the screen (you also have to click on the certification screen). Notice that the statement changes from Unapproved to Approved. Repeat the process for any other accounts you may have. At this point, you have completed your part. Inform your approving official that your statement is ready for review and approval in C.A.R.E.**

***** IMPORTANT: Although you may approve the current cycle's transactions at any time prior to the 15th day following the end of the cycle (23rd of the month), you will not be able to approve the actual statement until after the end of the cycle (23rd of the month).**

***** TRANSACTION LOGS: Cardholders, enter your transactions under the "Transaction Log" tab prior to exiting C.A.R.E. Log entries must include as much information as possible. The three fields marked by red asterisks (transaction date, transaction amount, and merchant) must be completed for all submitted entries. This requirement is mandated by Draft Army Federal Acquisition Regulation subpart 5113.201 paragraph (6)(ii), as well as GPC Army SOP dated 31 July 2002. The requirement to maintain an electronic register is *in addition to* the monthly paper registers cardholders maintain with their IMPAC records IAW Fort Bragg Regulation 715-3.**

6. **You exit by clicking on the "X" in the top right corner of the screen and "Log out" on the bottom left of the next screen. You may receive a message saying "You are about to be redirected to an insecure site." Click OK and "X" in the top right corner of the next screen.**

***** IMPORTANT: Do not "dispute" any charges in C.A.R.E. Work with your vendors first to correct erroneous charges. If working with a vendor does not result in a credit back to your account, submit a Cardholder Statement of Questioned Item dispute form to US Bank. The form should be faxed to the bank at (701) 461-3466. Remember, there is a *60-day dispute period* beginning on the statement closing date of the statement that the erroneous charge appears on. No charges may be disputed after that period has expired. This is why it is important that you work in a timely manner to reconcile disputed charges.**